

## Office of Southern Health Services (OSHS)

Director: Angela Powell

OSHS manages BPHC primary health care service delivery programs, including those focused on special populations. Specifically: (1) oversees BPHC primary health care service delivery programs for compliance with program requirements; (2) provides assistance on program-related statutory/regulatory policy, and program requirements; (3) monitors the performance of BPHC primary health care service delivery programs, making programmatic recommendations and providing assistance to improve performance, where appropriate; (4) reviews findings and recommendations of periodic and episodic grantee assessments, coordinating actions needed to assure continuity of services to underserved and vulnerable populations and appropriate use of Federal resources; (5) coordinates and supports emergency preparedness and response for BPHC programs; and (6) provides consultation to and coordinates activities within HRSA and HHS, and with other federal agencies, State and local governments, and other public and private organizations involved in the implementation of BPHC primary health care service delivery programs.

### OSHS Key Functions

- Provide programmatic oversight to assess compliance with program requirements for BPHC primary health care service delivery programs within HHS Regions IV, VI, VII, and IX.
- Maintain current knowledge of HRSA and BPHC activities to ensure appropriate application of program knowledge and resources.
- Serve as the frontline contact for primary health care service delivery programs to facilitate their navigation of BPHC, HRSA, and other relevant resources and information.
- Coordinate site visits or other interventions to assess/verify compliance or provide technical assistance.
- Provide or facilitate technical assistance on program requirements and performance improvement of assigned health service delivery programs.
- Conduct periodic reviews of health service delivery programs, including application and progress report reviews.
- Participate in the development of responses to inquiries regarding health service delivery program entities and related activities.
- Identify and initiate activities or workgroups to stimulate development of program and workflow related enhancements.
- Monitor State and regional health care activities to identify potential impact and/or resources for Health Center Program grantees and designated look-alikes, including those focused on special populations.
- Organize and consult on activities with HHS, HRSA, and other stakeholders engaged in the implementation of BPHC primary health care service delivery programs.
- Partner with the Office of Policy and Program Development to clarify program requirements to support implementation of Health Center Program activities.
- Partner with the Office of Quality Improvement to assess quality improvement, Federal Tort Claims Act (FTCA), and strategic partner resources and tools to support program compliance and performance improvement.
- Partner with the Office of Strategic Business Operations to inform the development of system enhancements and program related training resources.

### OSHS Key Facts

- 94 staff (at full capacity)
- Staff have backgrounds and experience in:

Primary Health Care	Oral Health	Internal Medicine	International Health
HIV/AIDS	Epidemiology	Pediatrics	Non-Profit Organizations
Public Health	Pharmacy	Midwifery	Hospital Administration
Community Boards	Financial Systems	Data Analytics	Technical Assistance
- Oversees/monitors approximately 700 health centers and approximately \$2 billion in grant funding.
- Unique geographical factors: 21 states and 6 territories  
AL, FL, GA, MS, NC, SC, LA, TX, OK, AZ, NM, NV, AR, IA, KS, MO, NE, TN, KY, CA, HI, FM, GU, MP, PW, AS, and MH